



come and work with us

Chief Executive University of Plymouth Students' Union

Recruitment Pack 2021



dixon walter

welcome



Thank you for your interest in becoming the next Chief Executive of the University of Plymouth Students' Union.

At UPSU we pride ourselves on helping students have a successful, fulfilling and rewarding life during their studies, and supporting them to prepare for the future. In our Chief Executive we are looking for someone who shares in our values and is committed to our ethos that places students at the centre of all we do.

You will have relevant senior management experience with the ability to provide strong and inspirational leadership; support and empower our elected officers; and help us build on our successes through the development of our new strategic plan. Of immediate importance will be managing the organisation's return to campus following the sustained period of remote working, navigating the opportunities and challenges this will present, and reinvigorating the sense of team and purpose.

As an ambassador for the Students' Union, you must have highly effective interpersonal skills and the ability to build effective relationships across the organisation and with its stakeholders. In particular, through strong partnership working skills, you will nurture and enhance our relationship with the University.

The University of Plymouth is a vibrant community and the Students' Union is a great place to work with a strong sense of team and purpose. If you feel you have the right approach, excellent experience relevant to this role and would welcome playing a significant part in our future development then we would love to hear from you.



Chukwudi Kosi Ezenyi
UPSU President and
Chair of the UPSU Trustee Board



Jane Hopkinson
Deputy Chair of the
UPSU Trustee Board

about us

our purpose

The University of Plymouth Students' Union (UPSU) exists to support the wellbeing of all the students that are studying with the University of Plymouth. We help students have a successful, fulfilling and rewarding life when they are here and help them prepare for the future.

We do this by providing opportunities where they can learn the skills which will allow them to: be empowered, learn and grow; be socially fulfilled; feel more financially secure and to know they are supported and cared for.

our elected officers

Four Sabbatical Officers are elected annually by the student body via a cross-campus ballot to lead the Students' Union and work full-time on behalf of University of Plymouth students.

Each Officer has a slightly different remit but collectively they represent our members on all areas of student life as well as sitting on the Board of Trustees.



Chukwudi Kosi Ezenyi
UPSU President



Verity Lemm
VP Activities



Fawziyyah Ahmed
VP Wellbeing & Diversity



Emi Dowse
VP Education

our values

Our values define how we go about our work and activities.

At UPSU, we are...



student led

We place students at the heart of everything that we do, so that decisions are made for the benefit of our members.



progressive

We look to the future, seeking new opportunities and partnerships. We are innovative, inclusive, creative and happy to work in collaboration with others.



empowering

We provide opportunities for our students and staff to develop their life skills, to use their initiative and make a positive difference to their lives and communities.



caring

We are a caring, compassionate organisation supporting our students and staff.



fun

We want to ensure that our students' time with us is as enjoyable as possible.



democratic

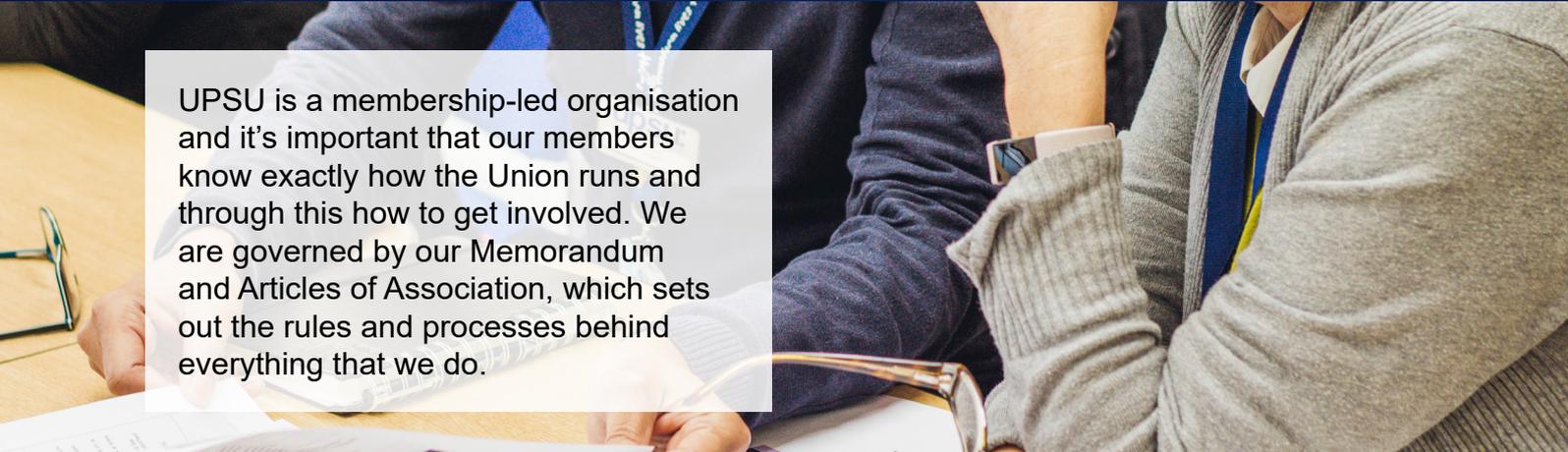
We are student led through strong democratic structures and firmly believe in the principle and power of democracy.



sustainable

We make sure we have, and will continue to have, resources available to protect our ability to meet our members' needs now and in the future.

our governance



UPSU is a membership-led organisation and it's important that our members know exactly how the Union runs and through this how to get involved. We are governed by our Memorandum and Articles of Association, which sets out the rules and processes behind everything that we do.

We're autonomous

Although we're part funded by the University of Plymouth, and are located on the campus, we're also a completely autonomous organisation. This ensures that we remain entirely focused on our members with one purpose in mind: to make student life better.

We're incorporated

UPSU is its own legal entity, which means that the assets of the charity are held directly by the company, with company number 10676070, (and not the holding trustees). UPSU's governing document is the Memorandum and Articles of Association, which became effective on 1st August 2017.

We're led by students

They are at the heart of everything that we do. They sit on our Student Forums, which determine our campaigning and political priorities. They make up the largest share of our Board of Trustees, which is legally responsible for hiring the staff team and making sure the Union remains financially viable. And they have the power to shape everything the Union does through our Union Council, Annual Student Members' Meetings and referenda.

We're a charity

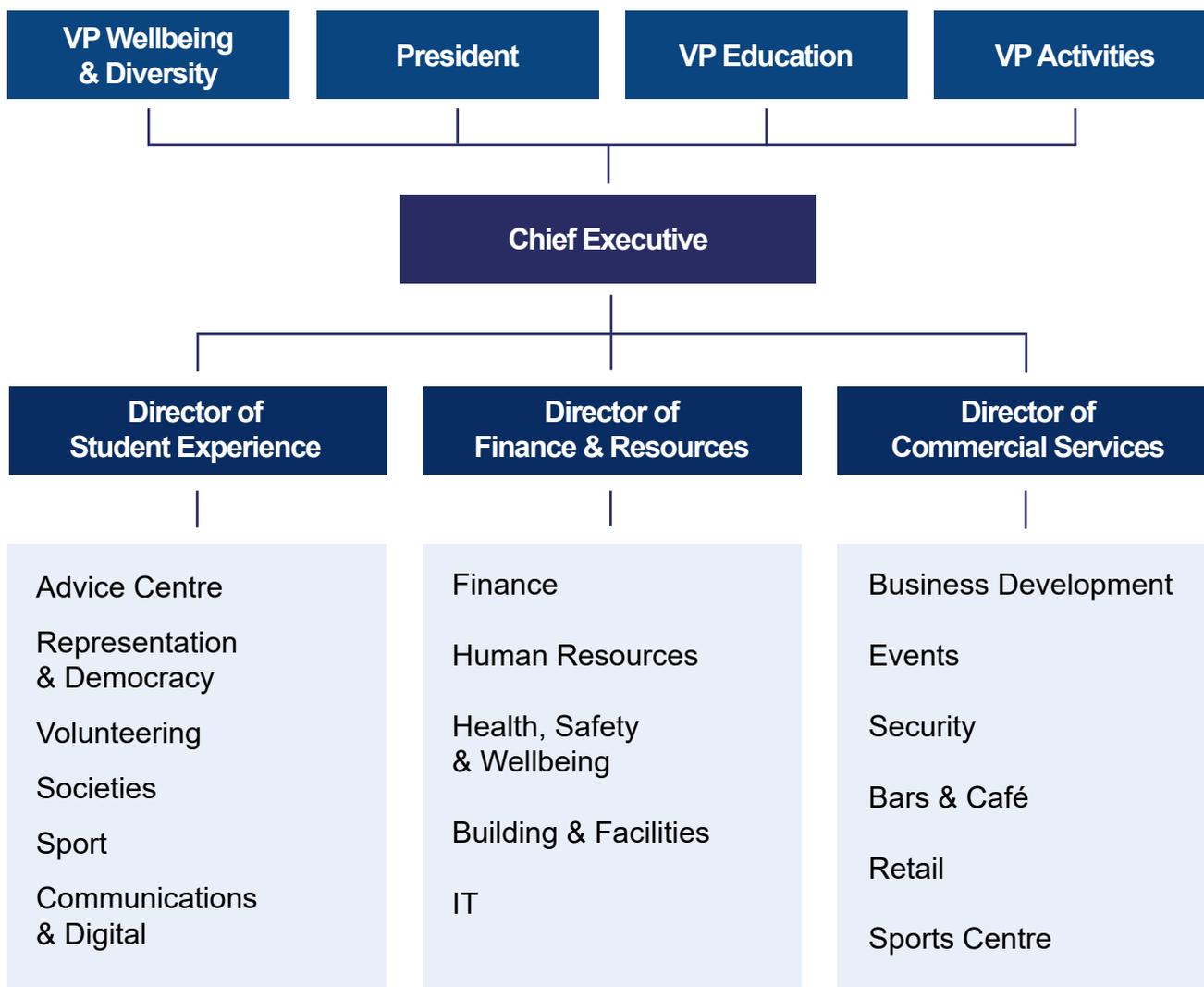
Our charity number is 1172830. Like all Students' Unions in the UK, we're also a registered charity. This means that we're not-for-profit: any income we gain from our commercial services goes straight back into providing services for students. We're governed by charity law: which has some implications on how we can spend our money – making sure it's spent on students, for example. We're accountable to our members: which means we're constantly looking to help students better understand what we get up to, and how we spend our money. As a charity we have a Board of Trustees that ensures the Students' Union has the necessary financial and structural stability to carry out its aims effectively.

board of trustees

The Board of Trustees is the group of people with ultimate responsibility for everything that the Students' Union does. It is responsible for the governance and financial and strategic management of the Students' Union.

All decisions by the Trustee Board are taken by all the Trustees, acting collectively and as a team.

our team structure

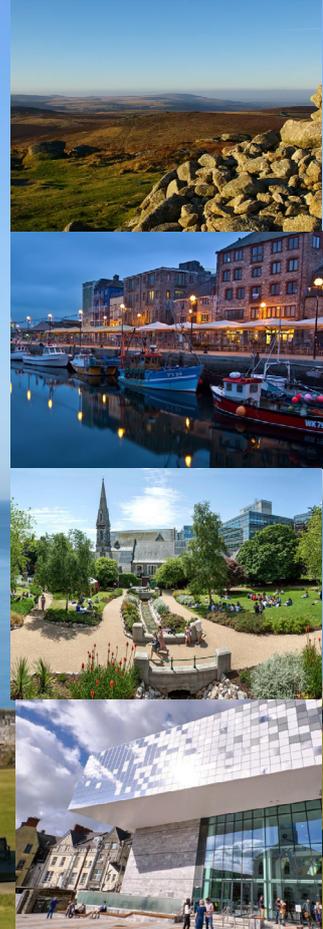


working at UPSU

about Plymouth

Plymouth, Britain's Ocean City, is one of Europe's most vibrant waterfront cities. Located in a beautiful location, Plymouth is positioned on the South Devon coastline and close to the Dartmoor National Park. Just outside the city centre is Plymouth Hoe, a broad vista that overlooks Plymouth Sound. With excellent national transport links, there are hundreds of years of history to uncover as well as everything you'd expect to find in a cultural city with great shopping, arts and entertainment.

For more information see [Visit Plymouth.](#)



salary and benefits

The role offers a competitive salary of circa £65,000.

Additional benefits include:

Holidays: Annual leave entitlement is 25 days per annum (30 days after five years) plus 3 days over the Christmas closure period, and bank holidays.

Pension: UPSU offers two pension Schemes, NEST and AEGON.



our location

The Students' Union is positioned at the heart of the University's main campus in the centre of Plymouth.

To experience first hand what it is like to be on campus and explore the environments and facilities, [please take a Virtual Tour of campus.](#)

job description



Responsible to:	<ul style="list-style-type: none">• The Board of Trustees
Responsible for:	<ul style="list-style-type: none">• Director of Student Experience• Director of Finance and Resources• Director of Commercial Services
Accountable to:	<ul style="list-style-type: none">• The Trustee Board, through the UPSU President and the Deputy Chair of the Board

principal purpose

The Chief Executive is accountable to the Trustee Board for the effective and efficient strategic and operational leadership, management and development of the organisation, the effective delivery of UPSU's values, strategic ambitions and services to students, and driving income generation.

They also act as an ambassador for UPSU, embodying its values and adding quantifiable value and outstanding quality to the student experience while providing high level support and continuity for the student sabbatical officers.

strategic leadership and management

- work with the Trustee Board to review UPSU's strategic objectives, vision, mission, and values at least every 3 years, ensuring member engagement.
- ensure processes and benchmarks are in place to regularly monitor and report on the delivery of the objectives and the impact of the strategic plan with a view to continual improvement
- ensure that the strategic plan continues to address the challenges and experience of a diverse student membership
- ensure that the strategic plan is linked to a viable long-term financial strategy and business plan, approved by the Trustee Board
- provide inspirational and enabling leadership, creating a high performing, student-focused team which embodies UPSU values and strives for continuous improvement
- be flexible and adaptable in a changing environment

people management and development

- be a role model of values-led leadership, empowering, encouraging and supporting staff to reach their full potential
- ensure that appropriate HR, training & development and performance management systems are in place to support UPSU's strategic objectives
- provide leadership, direction and coaching for direct reports to ensure they work to the optimum of their effectiveness, undertaking performance reviews against agreed key performance indicators and ensuring individual training and development needs are met
- ensure staff work effectively together and with the sabbatical officers, developing a strong sense of team and culture of openness, trust, respect and inclusivity.

democracy and representation

- work alongside the Sabbatical Officers ensuring they are supported and empowered to deliver their aims
- advise Sabbatical Officers and other Trustees on their legal and constitutional responsibilities, providing appropriate induction, support, training, mentoring, and advice
- support Sabbatical Officers to ensure they understand and manage their employment responsibilities in line with UPSU policies, procedures and best practice
- ensure that UPSU's elections operate in accordance with the Memorandum and Articles, and that they are effectively promoted and managed, fair and democratic
- respect UPSU's democratic decision making processes

operational management

- have overall responsibility for the delivery of UPSU services in ways which meet the evolving expectations of members and relevant stakeholders, including developing mechanisms for identifying members' needs
- ensure a continuing culture of proactive customer service
- ensure that UPSU facilities are maintained to a high standard and developed as appropriate in line with changing student needs
- oversee the development of additional commercial income streams to support UPSU service delivery
- maintain an informed overview of UPSU's finances, including strategic financial forecasts and resultant plans of action, and capital expenditure plans so as to ensure financial sustainability, and advise the Trustee Board accordingly
- liaise with the Trustee Board to ensure that the timing and presentation of financial information continues to meet the Board's needs
- ensure that appropriate financial controls, clear accountability, review mechanisms and management information exist to manage the operational and long-term financial performance of UPSU in support of the strategic and operational plans
- proactively and effectively manage the relationship with financial regulators (e.g. the University of Plymouth and The Charity Commission).

governance

- ensure compliance with all relevant legislation and financial requirements
- take responsibility for health and safety oversight within UPSU, maintaining and promoting a healthy and safe environment for staff, students, volunteers and visitors
- ensure effective governance for UPSU and the provision of ensuring high quality professional advice and appropriate information and reporting to the Trustee Board
- ensure appropriate risk management systems are in place and a risk register is approved by or on behalf of the Trustee Board
- ensure adequate insurance cover whilst maintaining value-for-money
- maintain an awareness of all UPSU's governing documents, policies and procedures, and ensure they are reviewed as and when appropriate
- attend meetings of the Trustee Board and any other meetings as requested by the Trustees in an advisory capacity, and to attend other Union committees and meetings as appropriate and/or requested by the Trustees

stakeholder relationships

- develop and maintain strong relationships and partnerships with external stakeholders including the University
- act as an ambassador for UPSU, continuing to develop a positive image of the Union with students, the University, stakeholders and the local community.
- maintain, develop and utilise networks which are beneficial to the organisation
- be flexible and adaptable in a changing environment

person specification

Criteria	Essential	Desirable	Tested
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Education			
Educated to degree level or equivalent professional/vocational qualification.	X		
Professional management qualification or relevant professional experience.	X		
Continuous personal and professional development.	X		

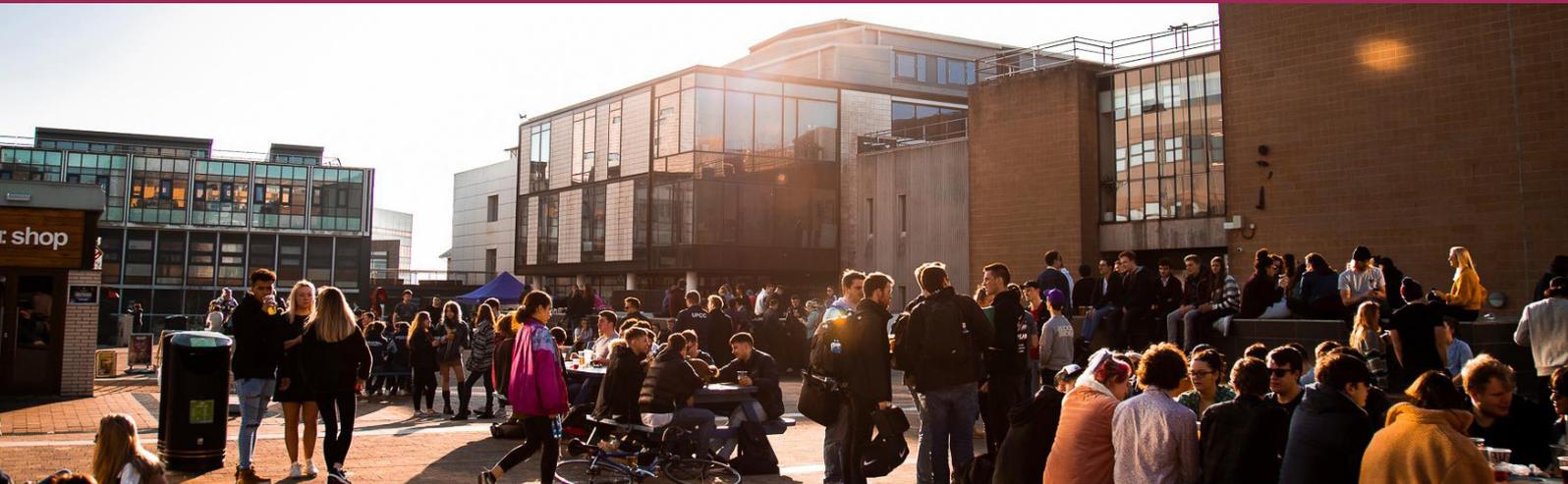
Knowledge and experience			
Success in a senior management role within an organisation of similar complexity and a strong social purpose. <i>Direct experience in the Students' Union sector will be of advantage.</i>	X		
Experience of developing, implementing, evaluating and monitoring strategic, operational and business plans.	X		
Successful track record of managing and leading people to secure high levels of engagement and drive organisational success.	X		
Experience of strategic financial management and understanding of budgets, including commercial portfolios and alternative income streams, and financial forecasting.	X		
A track record of forging successful partnerships and engaging with a wide range of internal and external stakeholders.	X		
Understanding of governance and compliance issues within the sector.		X	
Experience of leading and operating effectively in an environment often characterised by change and ambiguity.		X	
Experience of working within a membership-led organisation in the not-for-profit sector.		X	
Experience of customer service and operations management.		X	
An awareness of current issues affecting the higher education environment and students.	X		

Criteria	Essential	Desirable	Tested
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Skills			
Extensive people management, leadership and team building skills with the ability to motivate and inspire others.	X		
Cultural sensitivity and commitment to equality, diversity and inclusion.	X		
Ability to innovate and empower others to deliver and manage change.	X		
Highly effective negotiating and influencing skills.	X		
Excellent communication and interpersonal skills with the ability to build effective relationships across an organisation and with its stakeholders.	X		
Effective organisation and time management skills.	X		

Personal qualities			
Self-awareness and positivity.	X		
Enthusiasm and flexibility.	X		
Resilience and commitment.	X		
Friendly, engaging and approachable.	X		
Integrity and high standards.	X		
Team player.	X		
Collaborative.	X		

how to apply



The closing date for applications is 5pm, Tuesday 18 May.

The final interviews and selection day will take place on Thursday, 24 June

[Further details are available here.](#)

Your application should include on separate documents:

- a letter of application setting out your interest in the role and details of how you match the essential requirements in the Person Specification
- a comprehensive curriculum vitae
- details of three referees, your current remuneration and notice period (Referees will not be contacted without your permission)
- a completed Personal Details form (available from the website above)

Please send your application to our recruitment partners, Dixon Walter, via email to:

emma@dixonwalter.co.uk

Please also contact Emma Wilkins on the above email address if you would welcome an informal discussion about the role.